

PCIP Third Party Administrator – Performance Report April 2014

Medical and Pharmacy Claims Processing	Contract Requirement	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.6%	1,348 of 1,354 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	1,354 of 1,354 total claims
Financial accuracy of claims paid.	99%	92.6%	\$287,716.81 of \$310,828.81 audited
Claims processed (paid and unpaid) without a payment error.	98%	96.4%	27 of 28 claims audited
Procedural accuracy rate for processing of claims.	97%	96.4%	27 of 28 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	21 disputed claims

Customer Service - Subscribers	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	92.8%	249 of 268 calls answered in 30 seconds; average of 15 seconds
Subscriber issues resolved within the same business day.	90%	92.0%	126 of 137 issue calls
Maximum call abandonment rate.	5%	1.4%	4 of 268 calls
Maximum line busy rate.	3%	0%	0 busy out of 279 calls

Provider Technical Support	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	85.9%	579 of 674 calls answered in 30 seconds; average of 22 seconds
Provider issues resolved within the same business day.	90%	94.5%	529 of 560 issue calls
Maximum call abandonment rate.	5%	1.6%	11 of 674 calls
Maximum line busy rate.	3%	0%	0 of 686 calls

Highlighted cells reflect data that failed to meet performance standards